NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE DIRECTIVE

SUBJECT: VOCATIONAL SERVICES

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APPROVAL: Rosalyne Reynolds {s} , Agency Director

I. PURPOSE

The purpose of this policy is to describe the Vocational Services Program at Northern Nevada Adult Mental Health Services (NNAMHS). A program is available for those consumers receiving Rehabilitation Services, who want to focus on the vocational arena.

II. POLICY

It is the policy of NNAMHS to assist consumers in preparing for, gaining, maintaining, and/or improving employment.

III. PROCEDURE

 Vocational Services is a decentralized service. These services are integrated into the overall service delivery system at NNAMHS to improve consumer vocational outcomes. Vocational Counselors are assigned to specific programs at NNAMHS, which include Program for Assertive Community Treatment (PACT), Service

- Coordination, and the Drop-In Center. NNAMHS also provides learning labs which prepare consumers in basic work skills.
- Services provided by the Vocational Counselors in PACT, Service Coordination, and the Drop-In Center focus on direct placement into competitive employment in the community.
- 3. Learning labs provide the client with a 90 day learning experience which focuses on basic work skills such as hygiene, getting along with supervisors, and reporting to work on time. In addition, the Labs provide transitional employment to similar jobs in the community. Experience in the learning lab is not required prior to placement in competitive employment.
- 4. Vocational Services at NNAMHS develops and maintains relationships with employers and community agencies which provide vocational services. Staff is available to assist employers with issues specific to a consumer and community education regarding mental health and vocational issues. Employment and unemployment trends are monitored closely. Employer and consumer satisfaction are monitored on a quarterly basis using personal interviews.

Criteria for Admission:

- The consumer must have a Level III or higher on the LOCUS to be admitted to the program.
- b. The consumer expresses a desire to be actively involved in the program.

6. Admission Procedure:

- a. The Vocational Counselor's assigned supervisor will forward the referral form to the counselor.
- b. Within 10 days of receipt of the referral form, the assigned counselor will contact the individual and schedule an appointment for an intake/assessment
- c. During the intake/assessment the Vocational Assessment will be completed.
- d. The following items will be included in the Vocational Assessment:
 - 1) Consumer's desire for employment

- 2) Consumer's employment goals
- 3) Expectations of the personal, financial, and social benefits of working
- 4) Aptitudes, interests, and motivation in various job related activities
- 5) Desire for career planning assistance
- 6) Previous work history
- 7) Educational background
- 8) Cognitive skills/abilities
- 9) Job seeking skills
- Current work skills and potential for improving skills or developing new skills
- 11) Physical abilities
- 12) Work habits- i.e. dependability; relations with supervisors/co-workers
- 13) Social/cultural concerns
- 14) Family/peer/community support
- 15) Assistive technologies/accommodation needs
- 16) Transportation needs
- 17) Personal hygiene and appearance needs
- 18) Pre-employment education/training needs
- 19) Worksite training/education needs i.e. safety practices
- 20) Need for a job coach
- 21) Long term training and support needs
- 22) Need for benefits counseling and management of wages
- e. The Vocational Counselor will assist the consumer in developing a written employment plan. This plan will include:
 - 1) The types of employment, school, and/or training that the consumer is qualified for or interested in.

- 2) The consumer's goals
- 3) Barriers to employment (transportation; child care; etc.)
- 4) Resources available to address barriers
- Assessment of employment opportunities available to the consumer based on preferences, barriers, and available positions with the local job market
- 6) How wages may impact existing benefits
- 7) Alternatives to any lost benefits.
- f. The Employment Plan will be reviewed every 90 days or as the consumer's needs change.

7. Criteria for Discharge:

a. Vocational skills building and supports are continued until the consumer requests discharge from the program, moves away from the area, or are closed to all of NNAMHS services due to no further need of services.

8. Discharge Procedure:

- a. If the consumer meets the criteria for discharge a Treatment Team meeting will be held and include the consumer, employer, vocational counselor, service coordinator, and any significant others requested by the consumer. The meeting will include discussion about progress made by the consumer, goals which were met, goals which were not met, and appropriate referrals.
- b. A progress note will be written by the assigned vocational counselor on all consumers discharged from Vocational Services. The progress note will include a summary of: services provided, progress toward achieving goals, reason for discharge, and referrals to other services.